

2/25/2025

**FOR YOUR INFORMATION**

2025-37/11-10

2201418

To: FAA (AJV-A, DFW-IFO), Jeppesen Sanderson Inc.

Info: FAA (AVP-1, AVP-200, AFS-260, AFS-200, AAS-300), A4A, ALPA, AMFA, APA, ASAP, ATSG, CAPA, IAM, IATA, ICASS, IFALPA, IPA, NTSB, PAMA, SWAPA, TWU

From: Becky L. Hooey, Director  
NASA Aviation Safety Reporting System

Re: FD Pro ATC Frequency Errors

We recently received ASRS reports describing a safety concern that may involve your area of operational responsibility. We do not have sufficient details to assess either the factual accuracy or possible gravity of the report. It is our policy to relay the reported information to the appropriate authority for evaluation and any necessary follow-up. We feel you should be aware of the enclosed deidentified report.

To properly assess the usefulness of our alert message service, we would appreciate it if you would take the time to give us your feedback on the value of the information that we have provided. Please contact Dr. Becky Hooey at (408) 541-2854 or email at [becky.l.hooey@nasa.gov](mailto:becky.l.hooey@nasa.gov).



Aviation Safety Reporting System  
P.O. Box 189 | Moffett Field, CA | 94035-0189



**ACN 2201418****DATE / TIME**

Date of Occurrence	202501
Local Time Of Day	0001 to 0600

**PLACE**

Locale	MHCC.ARTCC
State	FO

**AIRCRAFT / EQUIPMENT X**

ATC / Advisory - Center	MHCC
Make Model Name	Widebody, Low Wing, 2 Turbojet Eng
Operating Under FAR Part	121

**COMPONENT 1**

Aircraft Component	Communication Systems
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**PERSON 1**

Function - Dispatch	Dispatcher
ASRS Report Number	2201418

**EVENTS**

Anomaly	ATC Issue - All Types
Anomaly	Deviation / Discrepancy - Procedural - Published
	Material / Policy
Detector - Person	Air Traffic Control
Result - Flight Crew	Overcame Equipment Problem
Result - Air Traffic Control	Issued Advisory / Alert

**NARRATIVE 1**

I was notified ACARS that a flight was NORDO with CENAMER Control. I contacted the crew with the appropriate frequencies from FD Pro and they advised me that those were what they were using and still couldn't make contact. I proceeded to call the Center and talked to a Controller who stated have them call on frequency and they will make contact. The crew also stated that there was a significant amount of time that they could not log on to CPDLC. The flight was unable to contact CENAMER from LIXAS to 30nm S of SETRI on UL207 according to the conversation we had via SATCOM.

Cause: Possible reliance on CPDLC for clearances and routing when logon may not be possible. This is the first time I have heard of or been made aware of a communication lapse in the CENAMER FIR.

Suggestions: NOTAM or verbal awareness by the controller of communication procedures within the FIR on initial contact.

**SYNOPSIS**

Air carrier Dispatcher reported a flight in international airspace was unable to communicate with ATC on the published frequencies. The Dispatcher conferred with ATC who provided alternate frequencies and the flight resumed contact with ATC.